

Purchase orders (POs)

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General information

Coupa Supplier Portal (CSP)

The Coupa Supplier Portal (CSP) offers suppliers an easy way to receive purchase orders from Foundever and any other Coupa-based customer.

The Coupa Supplier Portal is a **no-cost tool for suppliers** that makes working with Foundever a snap. The CSP lets you among others to:

- Manage your company information
- Configure your company PO transmission preferences
- Create online catalogs
- Acknowledge and manage purchase orders PO
- Create or upload and submit electronic invoices
- Check status of transactions and invoice payments
- Personalized notifications
- Participate in sourcing events
- Set up delivery methods
- Advance ship notices

Getting set up on the CSP is really easy—just contact your Foundever representative and ask for an invitation, please provide with the email address you'll use to sign into the portal. Once you accept the invitation and register on the CSP, you'll be automatically connected to Foundever's account. For additional guideline refer to the Supplier onboarding section.

If you're already on the CSP with another Coupa customer, you can use the same CSP account for Foundever.

Purchase order policy

Foundever's Global Procurement Policy (GPP) states as **mandatory having a Purchase Order (PO) prior commencement of supply** of any good and/or service, please ensure you receive the respective PO in advance to ensure a smooth payment process for your invoices. Exceptions may apply to specific expenditure types such as: Utilities, telecommunication and leases. In addition, if Foundever Procurement has classified your services as a PO exempt service provider it is important to contact Foundever procurement to understand how the exemption applies, the option to invoice against a contract will be enabled in your supplier profile.

Purchase Order

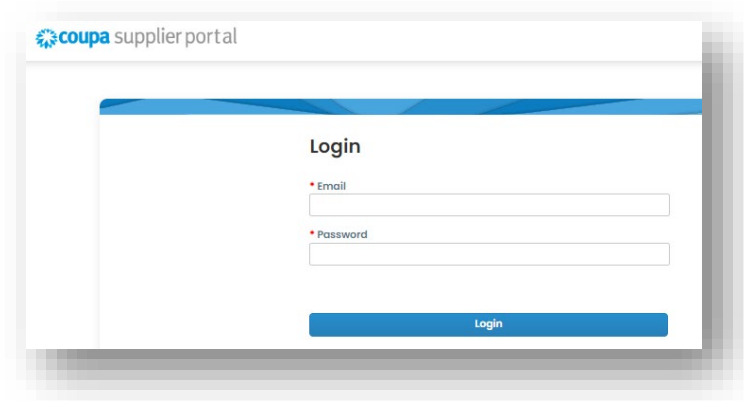
A Coupa Purchase Order (PO) is the official document that a Foundever issues to its vendors to request any good and/or service; specifying description of goods/services, quantity, order date, shipping information, and agreed-upon price for products or services. Each purchase order is given a unique number.

Suppliers can receive these POs via the Coupa Supplier Portal (CSP), cXML, or email/HTML formats.

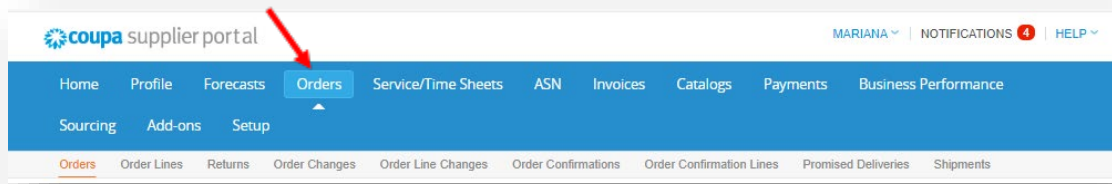
View and manage purchase orders (POs)

To visualize outstanding Purchase Orders via CSP follow below listed steps

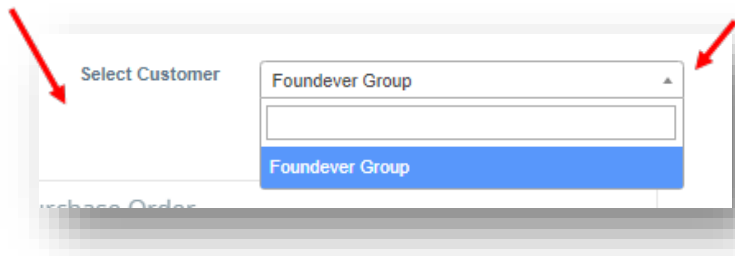
Step 1: Log into Coupa Supplier portal through <https://supplier.coupahost.com/sessions/new>



Step 2: Click on **Orders** tab on the main menu: The Orders page with the Purchase Orders table appears, now you will be able to see all Purchase Orders.



Step 3: From the **Select Customer** drop-down list in the top right corner, select Foundever Group



You can export the Purchase Order table to CSV or Excel.

You can also print POs. Click on the PO Number link to open the PO and at the end of the PO, click on the Print View button. Depending on your browser, click on the three vertical dots or the three horizontal lines icon in the top right corner of the appearing window to open the browser menu, and select Print from the list of options.

Step 4: To view details of the Purchase Order, click on the PO#, you will be able to complete multiple actions for each transaction.

Note: POs can have the following statuses:

Status	Description
Buyer Hold	The PO is approved but requires your Coupa customer to review it.
Cancelled	The PO is cancelled and does not need to be fulfilled.
Closed	The issued PO was received and then closed, either manually or automatically within Coupa.
Currency Hold	The PO is on hold due to a currency exchange rate issue.
Error	Something is wrong with the PO. Contact your customer to get the PO back on track.
Issued	The PO was approved and sent to you.
Soft Closed	The PO is closed but can be reopened. You cannot invoice against a PO in this status.
Supplier Window Hold	The PO was approved outside of the order window schedule under contract terms.

Refer to [Coupa's View and Manage POs guide](#) to access more details and task based videos on this topic.

Purchase order FAQs

- 1. Can I set it so I can only see purchase orders that haven't been invoiced yet?**
Currently, you are unable to filter purchase orders based on their invoiced status.
- 2. How do I see my customer's purchase orders?**
On the main menu, click on the **Orders** tab. If you are connected to more than one Coupa customer, select Foundever from the **Select Customer** dropdown menu.
- 3. How do I change a price on a purchase order?**
You cannot change a price on a PO through the CSP. If you need a change order on a PO, talk to your Foundever representative to request the change.
- 4. How many times does Coupa try to resend a purchase order that wasn't sent?**
If a PO transmission results in a connection timeout because there was no response from the supplier, Coupa tries to resend the PO up to four times at sixty-second intervals with a maximum delay of four hours.
- 5. What is the purpose of a PO acknowledgement by the supplier?**
You can let Foundever know that you've received the order.
- 6. Can I view historical (closed) purchase orders in my customer's instance?**
No, if needed please ask your Foundever representative to provide you with information on closed purchase orders.
- 7. What is a soft closed PO?**
A soft closed PO is a PO that Foundever can reopen, for example, if an invoice or credit memo submission is needed, or if a PO is closed prematurely or by mistake. You cannot invoice against a soft closed PO, if needed contact your Foundever representative for support.